

Message Text

UNCLASSIFIED

PAGE 01 ROME 16103 311204Z
ACTION H-02

INFO OCT-01 ISO-00 EUR-12 /015 W
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R 311124Z AUG 78
FM AMEMBASSY ROME
TO SECSTATE WASHDC 5418
INFO AMCONSUL MILAN

UNCLAS ROME 16103

H PASS: SENATOR HARRY F. BYRD, JR.
UNITED STATES SENATE
WASHINGTON, D.C. 20510

E.O. 11652: N/A
TAGS: CGEN (GLAIZE, MRS. FREDERICK L., JR.)
SUBJECT: COMPLAINT BY MRS. FREDERICK L. GLAIZE, JR. - CONGRESSIONAL

INTEREST

I AM REPLYING TO YOUR LETTER OF AUGUST 21 WRITTEN ON BEHALF
OF MRS. FREDERICK L. GLAIZE, JR. OF WINCHESTER, VIRGINIA,
CONCERNING DIFFICULTIES SHE ENCOUNTERED AT THE MAILAN AIRPORT
ON JULY 30.

OUR CONSUL GENERAL AT MILAN REPLIED ON AUGUST 28 TO MRS.
GLAIZE'S LETTER TO ME, AND I TAKE THE LIBERTY OF QUOTING IT IN
ITS ENTIRETY AS IT EXPRESSES QUITE WELL THE IMPORTANCE THE EMBASSY
AND ITS CONSTITUENT POSTS PLACE ON SERVICE TO AMERICAN CITIZENS
ABROAD. "DEAR MRS. GLAIZE, I HAVE RECEIVED THE COPY OF THE
LETTER THAT YOU SENT TO AMBASSADOR GARDNER CONCERNING YOUR
UNFORTUNATE EXPERIENCES IN MILAN ON JULY 30. THE UNSETTLED AIR
TRAVEL SITUATION IN EUROPE THIS SUMMER HAS DISRUPTED THE TRAVEL
SCHEDULES OF VISITORS AND RESIDENTS ALIKE. I'M SORRY THAT YOU
WERE INCONVENIENCED.

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"OF PARTICULAR CONCERN TO ME WAS YOUR INABILITY TO CONTACT
THE CONSULATE HERE IN MILAN. OUR POLICY IS TO BE AVAILABLE,
IN THE EVENT OF AN EMERGENCY, 24 HOURS A DAY, SEVEN DAYS A WEEK.
SINCE BUDGETARY CONTRAINTS MAKE IT IMPOSSIBLE TO STAFF THE
CONSULATE ON A 24-HOURS BASIS, WE HAVE ESTABLISHED A SYSTEMM
WHEREBY PERSONS CAN CONTACT THE CONSULATE'S DUTY OFFICER WHEN
AN EMERGENCY ARIESES. AS YOU POINTED OUT IN YOUR LETTER, PERSONS

CALLING THE CONSULATE OUTSIDE OF NORMAL WORKING HOURS HEAR A RECORDED MESSAGE STATING THAT THE CONSULATE IS CLOSED AND GIVING OUR WORKING HOURS. THIS MESSAGE ALSO INSTRUCTS CALLERS THAT, IF AN EMERGENCY EXISTS, THEY SHOULD CALL ANOTHER NUMBER AND LEAVE A MESSAGE FOR THE DUTY OFFICER. THE DUTY OFFICER, WHO CARRIES A SMALL RADIO RECEIVER, HEARS A SIGNAL WHICH INFORMS HIM THAT SOMEONE HAS LEFT AN EMERGENCY MESSAGE. HE IMMEDIATELY CALLS THE RECORDING EQUIPMENT TO RECEIVE THE MESSAGE AND TAKES ACTION UPON IT. "I HAVE INVESTIGATED THE DIFFICULTIES YOU ENCOUNTERED IN ATTEMPTING TO CONTACT THE CONSULATE. ACCORDING TO THE JULY 30 DUTY OFFICER, AND TO THE DUTY OFFICER'S LOGBOOK, SEVERAL PERSONS CALLED THE CONSULATE DURING THE DAY, BUT NO MESSAGES WERE LEFT FOR THE DUTY OFFICER. THERE IS NO REASON TO BELIEVE THAT OUR ANSWERING SYSTEM WAS NOT FUNCTIONING PROPERLY.

" AS YOU CORRECTLY POINT OUT, WE COULD BETTER SERVE AMERICAN CITIZENS TRAVELLING ABROAD IF WE WERE OPEN ON WEEKENDS. HOWEVER, THE FUNDING NECESSARY TO PROVIDE THIS SERVICE MUST BE PROVIDED BY THE CONGRESS. AND WITH THE UNDERSTANDABLE DESIRE OF TAXPAYER AND GOVERNMENT ALIKE TO HOLD DOWN TAXES, SUCH SERVICE SEEMS TO ME UNLIKELY TO BE FUNDED. NEVERTHELESS, WE ARE MAKING EVERY EFFORT TO REMAIN ACCESSIBLE TO AMERICANS ABROAD USING OUR EXISTING STAFF AND BELIEVE THAT WE ARE ABLE TO RESPOND TO EMERGENCY NEEDS IN THIS AREA.

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"WE REGRET BOTH THE INCONVENIENCES THAT YOU UNDERWENT HERE AND OUR INABILITY TO HAVE BEEN OF ASSISTANCE TO YOU. I HOPE THAT YOUR NEXT VISIT WILL BE REMEMBERED FOR ITS DELIGHTS AND FOR OUR READY HELP SHOULD YOU AGAIN NEED IT."

IF THE EMBASSY CAN BE OF FURTHER ASSISTANCE TO YOU OR YOUR CONSTITUTENTS, I HOPE YOU WILL NOT HESITATE TO LET ME KNOW.

RICHARD N. GARDNER
AMERICAN EMBASSY
ROME, ITALY.GARDNER

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